

Business Analyst
Centralized Alabama Recipient Eligibility System Project
(CARES Project)

STATEMENT OF WORK (SOW)

Agency Name:	Multiple Agency Engagement
Agency Project Name:	Centralized Alabama Recipient Eligibility System Project (CARES Project)
Agency Project Sponsor:	Shannon Crane CARES Program Director
Agency Project Manager:	Shannon Crane CARES Program Director
SOW Period of Performance:	Estimated Start Date: 11/3/2014 Estimated End Date: 9/30/2016 Note: The timeframe above is the expected duration of the project. SOWs will renew annually and the rate table will reflect a standard 2080 hour year.
Contractor Name:	
Contract or Purchasing Vehicle:	Universities or State of Alabama State Wide Contract T013, Solicitation No. 2236181
Professional Service to be Provided:	Business Analyst
Description of Services to be Provided:	Organizing, specifying and modeling requirements on the project's behalf for: CARES Project Other tasks as assigned by the Project Sponsor and Manager
Scope of Services:	Provide the following duties: <ul style="list-style-type: none"> Elicit requirements using interviews, document analysis, requirements workshops, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis. Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into

	<p>details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.</p> <ul style="list-style-type: none"> • Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements • Utilize your experience in using enterprise-wide requirements definition and management systems and methodologies required. • Successfully engage in multiple initiatives simultaneously (working on parallel development teams) • Work independently with users to define concepts and under direction of project managers • Drive and challenge programs on their assumptions of how they will successfully execute their plans • Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow. • Develop requirements specifications according to standard templates, using natural language. • Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs. • Be the liaison between the programs, development teams and support teams. • Fully utilizing Microsoft Team Foundation Server (TFS) from a BA perspective, tracking: requirements, work items, bugs, deliverables, builds, and source code. • Track progress and review project tasks to make certain deadlines are met appropriately. • Follow Scrum/Agile Methodology • Other duties may be assigned.
<i>Project Deliverables:</i>	<p>Provide the following deliverables per direction of and assignment by the Agency Project Sponsor and/or the Agency Project Manager:</p> <ul style="list-style-type: none"> • Functional requirements (Business Requirements Document) • Use Cases • GUI (Screen and Interface designs) • Status Reports • Project documents • Other deliverables as identified & assigned
<i>Business Analyst</i>	<p>The Business Analyst provided shall, at a minimum, meet the following requirements or possess an equivalent combination of</p>

<p>Minimum Requirements:</p>	<p>education and experience:</p> <p>Experience:</p> <ul style="list-style-type: none"> • Experience with State Government, Medicaid, CHIP and DHR business area or healthcare industry • Strong analytical and product management skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements. • Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts. • Proficiency with MS Office (including Word, Excel, Outlook, PowerPoint, Access) and Visio • Proficiency with MS Project and MS Team Foundation Server (TFS) • Experience facilitating Joint Application Design (JAD) sessions • Experience working with test plans and test cases • Extensive experience with Change Management • Extensive experience with project development methodology and able to apply methodology in a practical manner • Needs to be able to work independently and not rely on State or other team members for direction <p>Skill/Technology:</p> <ul style="list-style-type: none"> • Five years' experience as a Business Analyst: • Working hands-on with all aspects of the System Development Life Cycle • Excellent written and verbal communication skills • Ability to develop and negotiate win/win solutions to project issues • Process knowledge and experience with Agile software projects • Extensive experience with system requirements and their constraints/dependencies • Ability to break down prioritized requirements into individual sprints <p>Education/Certification:</p> <ul style="list-style-type: none"> • Bachelor's degree from an accredited four-year college or university with advance education in fields related to position or equivalent experience
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<p><i>Business Analyst Assignment:</i></p>	<p>The Agency Project Sponsor and/or Agency Project Manager reserve the right to approve or disapprove all Business Analyst resources assigned to this SOW in advance.</p>
<p><i>Business Analyst Termination:</i></p>	<p>Termination of this SOW may occur upon the delivery and acceptance of all services due under this SOW, regardless of the number of remaining hours on the SOW. The Contractor shall be given a written notice 30 days prior to an early termination in part or whole of the SOW.</p> <p>The Agency Project Sponsor reserves the right to terminate an individual assigned as the Business Analyst under this SOW in whole or in part at any time. The Contractor shall be provided with a 15 day written notice if the Business Analyst is terminated.</p> <p>The resignation of the Business Analyst from this SOW or the Contractor's staff, or the termination of employment by the Contractor, requires that the Contractor provide a notification in writing to the Agency Project Sponsor within five business days (Monday through Friday, excluding State Holidays).</p> <p>Replacement of a terminated or resigned Business Analyst is at the discretion of the Agency Project Sponsor. If a replacement for the Business Analyst is requested by the Agency Project Sponsor, the Contractor must submit résumés of proposed Business Analyst replacements within ten business days after receiving a written termination notice from the Agency Project Sponsor or a resignation of the Business Analyst. The Agency Project Sponsor shall have up to seven business days after receiving the Contractor's candidate résumés in which to make a selection or to request a new set of résumés if a Business Analyst replacement is not selected from the submitted résumés.</p> <p><u><i>Mutual consent of both parties is required to extend any of the time-frames as specified above.</i></u> If new résumés are requested, the time for the Contractor's submission and the Agency Project Sponsor's response shall begin as previously defined in this section of the SOW.</p> <p>The Agency Project Sponsor shall notify the Contractor in writing when a replacement Business Analyst is selected from the submitted résumés. The replacement/new Business Analyst shall begin work on site at the Agency within seven business days after the Contractor receives the Agency's written notification of a selection.</p> <p>The Contractor shall be required to provide updated project</p>

	<p>information to the replacement/new Business Analyst prior to his/her arrival for work.</p> <p>The Business Analyst services shall be automatically terminated by the exhaustion of all of the total hours (Maximum Billable SOW Hours Per Year) and/or total dollars allocated (Total Contract Amount) under this SOW. The Contractor shall not be reimbursed for hours expended beyond the total hours allocated under this SOW.</p> <p>The Contractor shall track hours used and dollars expended for the Business Analyst resource. When the remaining hours on the SOW fall <u>below an 80 hours threshold</u> on the Maximum Billable SOW Hours Per Year, the Contractor shall submit a written alert to the Agency Project Sponsor informing him/her of the remaining billable hours that are left. The Contractor shall monitor the remaining hours burn rate to ensure that the hours used do not exceed the Maximum Billable SOW Hours Per Year.</p> <p>Amendments to this SOW must be made in writing by the Agency Project Sponsor. The terms and conditions of the amendment must be agreed to by both the Agency Project Sponsor and the Contractor and formally signed-off on by the Agency Project Sponsor and an authorized authority of the Contractor. Terms and conditions of the signed amendment to the SOW shall supersede the original SOW terms and conditions where applicable.</p>
Key Assumptions:	<p>The Agency Project Sponsor is ultimately responsible for the creation and interpretation of this SOW, and its management or execution.</p> <p>The Agency Project Manager will provide the day-to-day oversight, direction, and management to the Business Analyst.</p> <p>The Business Analyst will provide ample knowledge transfer to CARES staff.</p>
Responsibilities of Both Parties:	<p>The spirit of this engagement is one based on mutual advantage and partnership. In keeping with this and in order to achieve success, the Contractor will provide a single point-of-contact to coordinate activities of the engagement.</p> <p>CARES Program shall designate the identified Agency Project Sponsor as specified in this SOW with responsibility and authority for review and approval of deliverables under this agreement. This individual will also be the main point-of-contact to escalate problems, issues or risks related to the engagement.</p>

	In order to accomplish the tasks outlined in this SOW and to provide the deliverables in accordance with an approved schedule, the Contractor and the Agency Project Sponsor must agree upon the provisions described in the Key Assumptions section.
Work Environment:	The Business Analyst allocated under this SOW will work on site at the CARES office located in Montgomery, Alabama. Any exceptions to this requirement must be approved in advance by the Agency Project Sponsor and/or Agency Project Manager.
Agency Provided Resources:	Office, desk, chair(s), computers, printers, office supplies, access to copy and fax machines, network IDs, email accounts, security software as designated by the Agency, identification badges and Cardkey access as needed, Internet access, parking (subject to availability and approval) and desktop software. Additional equipment or software may be provided if required and approved by the Agency Project Sponsor.
Regular Working Hours:	<p>The Business Analyst will work the same regular working hours as other Agency personnel or as defined in writing by the Agency Project Sponsor. Agency personnel regular working hours are 8:00 AM to 5:00 PM Monday through Friday including a one hour lunch break and two fifteen minute breaks.</p> <p>Unless otherwise directed or approved in advance, the Business Analyst will not work on weekends or State holidays.</p> <p>The Agency Project Sponsor may provide additional working hours guidance and/or policy to be followed.</p>
Overtime Hours:	Any work in excess of 40 hours a week for Business Analyst assigned to this SOW must be approved by the Agency Project Manager and/or Agency Project Sponsor <u>in advance</u> . Excess hours will be billed at the normal hourly rate as defined under this SOW.